From: Crystal James

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Subject: RE: Donation Based Assistance Program in CC&B

Date: Monday, October 01, 2018 10:02:47 AM

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Nikki,

Grant PUD has a Share the Warmth program for donations. Our CCB implementer customized some steps for us that removed our manual processes we had been doing in PeopleSoft. Answers below.

Hi Everyone!

The City of Raleigh would like to implement a Project Share, donation based customer assistance program and would like to know if anyone else has implemented a program like this and how certain items are handled within CC&B. I have listed a few specific questions below if anyone would be willing to share their input. Thanks for any assistance you can provide!

Project Share

- Types of donations

- One-time, reoccurring charge or both We bill for recurring donations and also accept one-time donations for our Share the Warmth program.
- Types of Letters/Emails sent to customers
    - Enrollment, Cancellation etc. We have a generic letter (the dollar amount is not listed) that is generated when the CSR adds a Customer Contact
- Do you send a tax letter at the end of the calendar year with their contribution amount? We generate an annual report that captures both the recurring and one-time donations
- Terms and Conditions
    - What are included in these? We try to make this pretty easy for the donating customers since they are not required payments. The billed donations are due in 25 days along with the monthly electric charge.
- CC&B configuration
    - When these donations are paid on the enrolled customer's account are they transferred to a "Donation" account in CC&B and then dispersed from there to pay the accounts that need assistance?

There are several customized pieces to our process, but here is the basics for the recurring donations:

1. We have a specific SA Type for the recurring donations (STW Pledge) on a customer account
2. The STWPLDG SA Type has a Bill Segment Type of RECUR
3. When the payment is posted, we have a custom algorithm that creates a SYNC adjustment on the Customer's STWPLDG SA and then transfers the credit from the Customer's SA to the STW Holding SA.
4. Both the STW Collected & STW Disbursement Accounts have a Bill Cycle (same cycle). A customized algorithm transfers the monthly credits from the STW Holding Account to the STW Disbursement Account when the bill is completed.
5. When we have a customer that qualifies to receive a donation, an adjustment is manually added to transfer the amount from the STW Disbursement SA
6. We track the total donations received for a month as well as the money used for customer bills – this requires us to have 2 additional SA Types:
    STW Holding where the received donations are collected for the month
    STW Disbursement used to transfer monies to qualifying customer accounts
7. Side note, because there are so many FTs during a year to both the STW Holding & Disbursement SAs, we stop the SA and start new SA on the 1st business day of each year.

For the one-time donations, the process is to do a multi-account Payment Event (when the donating customer is paying their electric bill along with the donation).
For one-time donations where the payee is not paying electric bill as well, the requirement for reporting purposes is that the Payor Account ID on the Payment Event must be the donating customer's account. This will ensure the payment gets captured on the annual report for the donating customer.

Thank you,

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